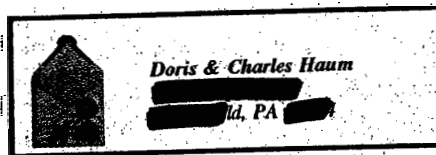


Jan. 26, 2002

F.T.C.

Please list us as being  
in favor of a national do not  
call list.

Very truly yours  
Charles A. Haum  
Doris M. Haum



Anna K. Harrison

[REDACTED]  
[REDACTED], Virginia [REDACTED]  
[REDACTED]  
[REDACTED]

Office of the Secretary  
Room 159  
Federal Trade Commission  
600 Pennsylvania Avenue NW  
Washington, D.C. 20580

January 30, 2002

Dear **Sir** or Madam:

I wish to comment on the proposal of a centralized, national 'Do Not Call' registry.

I have a regular phone line and a fax line for my home office. On each line, I get three or four calls **a** day from telemarketers. With both **lines** together, that means **a half** dozen telemarketing calls daily. At forty-two junk calls **a week**, and 2184 junk calls a year, no wonder my head is **ringing**.

Please authorize **this registry** as soon **as** possible. I think it is indeed, **a** basic **human** right to **be** let alone; furthermore, I pay for **keeping those** household telephone **lines** available, and I should have some say over who **uses** them.

Thank you for **your** consideration.

Yours very truly,

*Anna Harrison*

Feb 3, 2002

DEAR Sirs or Madam:

I do not want to be called by  
Telemarketers. My family would like  
to endorse and be included in a  
National Registry for all of those  
who choose not to be constantly  
harrassed by telemarketers.

Sincerely yours,

Alice Hawes

[REDACTED]

[REDACTED], NC [REDACTED]

December 11, 2001

Office of the Secretary  
Federal Trade Commission  
Room 159  
600 Pennsylvania Ave. NW  
Washington, D.C. 20580

Dear Sir:

I am writing to inform you of a scam that is taking place.

In late summer I placed an order for clothes through Chadwick's Catalog. The sales clerk on the phone offered me two months 'of three magazines for free. I specifically asked her if I would be charged for these and she assured me "no" and stated these companies would **notify me after two** months to see if I wanted to continue. But I was never notified and my DISCOVER Credit card account was charged by The Synapse Group (I don't even know who these people are:).

I never really wanted these magazines and in fact gave them away. I am very upset that Chadwick's would give out my credit card number without my permission and that these companies would enter into this scam.





Please let me know what you can do about this. I don't want other people to be cheated like this.

Also, ~~in regard~~ to the "Proposed National 'Do Not Call' Registry" I am all for it. The number of calls I get on any given day is outrageous. I also have people knocking on my **door** soliciting often at night when it is dark. **This** is truly an invasion of my privacy.



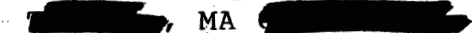

Thank you **for** your attention to these matters.

Sincerely,

  
Patricia A. Helwig

  
 VA   


cc: Chadwick's

  
  
 MA 


cc: DISCOVER

  
 UT 

Get the parasite telemarketers  
off our backs.

Get rid of the sorry pol-  
itications that are bought  
off by thier lobby.

Retrain those poor people  
to make a respectable living  
at present they are a pain  
- our askee



Doc "H. B. Board"  
Bergen County NJ  
Feb. 6, 2002

Bergen County NJ  
10071

The email address that was given seems incorrect: `tsr@ftc.gov`.

I am in complete agreement with the new "Do not Call" registry. The telemarketers are such an annoyance to our personal lives.

Let me know how I can support this.

Flora e Littne

NT

Thank you

Bryan Harper

MS

2/7/02

**Bryan B. Harper**

Bass Fisherman

Accountant • Attorney • Aspen Real Estate Broker  
Fisherman

Cell Phone

CO

att: TSR

Office of the Sec. Room 159  
Federal Trade Commission  
600 Penn. Ave. N.W.  
Washington, DC 20580

I would like to ~~encourage~~ the F.T.C.  
to proceed with the 1-800-DO NOT CALL  
Register. There is a real need for this -  
I get \$10 to 15 unwanted calls per day.  
It is an invasion of my privacy.

I can tell you that the Do Not Call (register)  
order - just does not work - Over  
the last 8 years I sent in my name ~~about~~  
at least 4 or 5 times & it has had no  
effect on reducing these ~~unwanted~~ telemarketing  
calls.

I have repeatedly asked Call-ID to put me  
on their "do not call list" - usually they will  
stop that ~~effort~~ but someone else from the  
same company call me back a week later.

I further believe Banks, telephone companies  
& Credit Card Companies - should not be  
exempt - They are the worst offenders -  
no one or no entity should be exempt from  
involvement in privacy.

cc: Trent Galt  
Thad Cochran

Sincerely

Bryan Harper

435

A NOTE FROM...

Ms. Elaine A. Hoffman

Telemarketing

Rule Making

I will be  
pleased to have  
my name &  
phone # removed

I now screen  
all calls which  
is inconvenient  
File # R 411001

Elaine A. Hoffman

[REDACTED]

FL

[REDACTED]



FEB. 4 2002

FTC  
OFFICE OF THE SECRETARY

PLEASE REDUCE UNWANTED MAIL TO NORMA P. HURTADO

[REDACTED]  
[REDACTED] PA.  
[REDACTED]

*Norma P. Hurtado*

PA.  
Feb. 5, 2002

SIR:

Regarding the article which appeared in our local press CONCERNING "curb on telemarketing", My wife and I whole heartedly endorse restrictions be placed on such nuisance calls.

I would like to give you an example. On Tue. (Feb. 5) I received a call from Doubleday books. My wife had once belonged to their book service. They called and asked to speak with me. I said I had never been a subscriber and my wife isn't interested. The caller hung up. In the afternoon I got another call from Double day. The caller said he was calling from Toronto. I told him I wasn't a former subscriber and that my wife isn't interested. I mentioned the earlier call and how the caller had hung-up on me when I said I wasn't interested. The Toronto caller said he was sorry and we wouldn't be bother again. On Wed (Feb. 6th 2002) I received a called from Double day (a New York City caller) I told him the same story. That was three (3) solicitation in less than two (2) days.

Should there be those firms who wish to continue to bother people who have telephones let me offer a few suggestions:

1. All such calls must show a number on the caller I.D. of the President and or CEO of the firm. This should be a home phone number so a person can call back and give them a response-direct - preferably between 01:00 & 03:00 EST.
  2. Any person bother by such calls can contact the FTC and be awarded a fee of \$1,000. Such funds to be collated in fines from the offending company. All it would require is to show the NAME of the company + time & date.
- The above two suggestions might slow them down a bit.

Sincerely Mr. + <sup>Mrs.</sup> William R. Johnson

2/3/02

"Telemarketing Rulemaking Comment  
FTC File # R411001

1. Please include me on the  
National Telemarketing do-not-  
call list.

I would particularly like this  
to start as soon as possible  
as I have a broken arm on right  
& broken fingers on left & it is  
extremely difficult to answer  
the phone. In any case it  
will be a great relief.

Thank you.

Ruth Kay

[REDACTED]

[REDACTED]

[REDACTED], Pa.

[REDACTED]

Telemarketing  
Rulemaking  
Comment

F.T.C. file No. R411001

Mr And Mrs George Keelan  
[REDACTED]  
[REDACTED] NJ [REDACTED]

NO NO NO

[REDACTED]

Feb. 1st, 2002

Office of the Secretary,  
Room 159 Federal Trade Commission  
600 Pennsylvania Ave.  
NW Washington DC 20580

Gentlemen:

Thank you for the opportunity  
to express our opinion of the  
telemarketers calls we receive.

We do not like them. They  
not only call trying to sell  
something, but the most  
irritating calls are when they  
keep calling and when we  
say "hello" they hang up. Many  
a time they ring 2 or 3 times &  
hang up before I can even get to  
the phone. I really don't under-  
stand why they call when they  
hang up as soon as we answer.  
Do they get paid for so many calls  
without talking?

Sincerely,

Mr. & Mrs. Jay Kellogg

[Redacted], Mi [Redacted]

P.S. We would like to be put on a "Do  
not call list."

The Synergy Global Networks

[REDACTED]  
Indiana  
United States of America  
[REDACTED]

February 9, 2002

The Federal Trade Commission  
Office of the Secretary  
600 Pennsylvania Avenue North-West  
Room 159  
Washington, D.C. 20580



**R E TELEMARKETING RULEMAKING - COMMENT, FTC CASE NO. R411001**

**BRIEF IN SUPPORT OF R411001:**

Pursuant to your request for public comments, enclosed is this brief in support of in the above styled and numbered case.

**1. Introduction:**

My name is Keith William Kimmel (20), a former telemarketer for Telecom Enterprises, an Indianapolis, Indiana-based operation who solicited fund on behalf of The Indiana State Police Alliance. Additionally, I was under the employ of a company called Market Strategies, at St. Paul, MN-based operation that conducted telephone-based customer satisfaction surveys, at the request of a particular client.

I currently reside in [REDACTED], Michigan and am employed by [REDACTED], Inc. as a telephone technical support representative, in which I troubleshoot and repair industry-leading Borland Visual C++ based real estate appraisal software via telephone.

I have no vested interest (by way of employment, potential monetary gain or otherwise) from the telemarketing or related industry sectors.

**2. Tactics Telemarketers Use:**

During my employment at Telecom Enterprises, I solicited charitable contributions for a group called The Indiana State Police Alliance. Using a predictive dialing system, we would repeatedly call areas in the state. It would not be uncommon to call more than one hundred people in a single night.

During the course of making such calls, I would occasionally get requests from those who I had called, requesting that I do not call them again. On the advice of my direct supervisor, I was not to remove anyone from the list "unless they were really pissed, and sound like they might sue us." Instead, I was told to inform the called person that I would remove them, and then set them for a call back "much later", and we would attempt to bit them again.

Upon getting a verbal commitment to donate to this charity, I would fill out a short form, and our data processing department would mail an invoice an envelope to remit their payment in.

As a sales representative, my pay and my job was dependant on how many 'sales' (in this case, donations) I sold. It was a common practice for representatives to write "wood", or falsify sales in an attempt to artificially inflate the statistics compiled nightly. Additionally, I was told during my training that "a little bit of wood is OK. Many of them will get the bill and pay anyway. They

don't think about a bill for \$15 or \$20 bucks". Many of the top sales reps in the offices wrote more wood than anyone, and surprisingly, much of it "came back" in the form of a check.

Using a 'criss-cross' directory, or a Haynes Directory which lists all of the telephone number in an area, listed or not, we would purposefully target those numbers because they were 'fresh meat', meaning that since their numbers were unlisted, they received less calls and would likely be more open to donating.

Many other tactics were used by this organization, of which I will not list here, in the interest of saving space.

### 3. Most People Do Not Want to Receive the Calls:

It is my personal experience, and my professional opinion, that most of the people whom I called at home, did not want to talk to me, I draw this conclusion from the disproportionate number of people who hung up on me, requested me to take their numbers off my list and simply said 'no'.

Should a national registry database be activated, it would likely make these people work much, much harder for people to call, and it would provide penalties for blatant violations of the do not call requests.

### 4. Consumers Should Have a Right to Choose:

Consumers should have a right to choose not to receive these calls, and they should not be required to call every single telemarketing office in the country and request removal, nor should they have to tell each and every person who calls them to remove that person from their list.

A national registry, and stiff fines for violating the provisions of it, are some of the most important things to include in this act. It is my position, as an individual, small business owner, taxpayer and informed consumer, that this law serves the best interests of consumers as well as allows businesses to continue to contact operations in accordance with their customers' requests and wishes.

### 5. Additional Information, Testimony Available:

Should you desire or require additional information, up to and including, but not limited to, first-person testimony, experiences and violations while on the job, opinions, written and/or verbal commentary or otherwise, please contact me using the following information:

The Synergy Global Networks  
Attn: Keith Kimmel, President

[REDACTED]  
[REDACTED] IN 4 [REDACTED]  
[REDACTED]

Sincerely,



Keith W. Kimmel  
President, CEO  
The Synergy Global Networks

[REDACTED]  
Washington D.C. [REDACTED]  
Jan. 30, 2002

Office of the Secretary  
FTC  
600 Penn Ave  
Wash. DC

Dear Sir:

I fully support the creation of a  
national "Do Not Call" registry for  
telemarketers.

Very truly yours,  
Curt P. Kohl



Please put me on the "do not call"  
registry. Thank you

Adele KRANTZ

[REDACTED]

[REDACTED]

[REDACTED] VA. [REDACTED]

[REDACTED]

Feb. 2, 2002.

Dear Sir,


Please free us from the relentless scourge of ringing phones. Plan is to create a national "Do not Call" list of consumers. I want to get on the list & notify the F.T.C. so that we will be free of all tele marketing.

Thank you.

Chiro Lanza Family

[REDACTED]

[REDACTED], Pa. [REDACTED]

 Mary Cameron Law  
[REDACTED] PA [REDACTED]

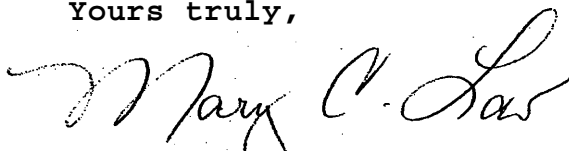
February 2, 2002  
[REDACTED]  
[REDACTED], PA [REDACTED]

FTC  
Office of the Secretary  
Room 159  
600 Pennsylvania Avenue NW  
Washington, DC 20580

Gentlemen:

In regard to proposals for telemarketing, I would be in favor of all proposals to restrict this nuisance. In truth I would be pleased to see all of this nuisance eliminated.

Yours truly,

  
Mary C. Law

Telemarketing Rulemaking--Comment  
FTC File R411001

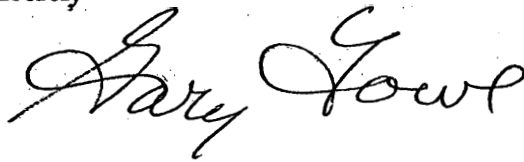
Secretary  
Federal Trade Commission  
600 Pennsylvania Avenue, N.W.  
Washington, DC 20580

Dear Secretary;

The Public Citizen Litigation group recently filed a Petition for Rulemaking with the FTC concerning Privacy Notices. This Petition requested your strong and immediate action to make these notices "clear and conspicuous."

I support this petition, and ask that you give it utmost consideration.

Sincerely



Gary Lowe

[REDACTED]  
[REDACTED], NH [REDACTED]

Carol Markese

VA

February 11, 2002

Dear Sirs,

Please, please find a way to eliminate telemarketing calls forever. These calls are an invasion of my privacy and an intrusion into my time with family and friends. They come during meal times or during those few precious hours in the evening after a day at work. **Many** times there is no one on the line if I do pick up the phone (probably a computer generated call). Most importantly, if I want to purchase something, I **am** perfectly capable of doing it at my own convenience.

You will be doing the public a great service if you eliminate these telemarketing parasites forever. **Thank** you for looking for a way to remove yet another one of life's annoyances.

Sincerely,



Carol Markese

**P.S.** There is also a growing concern, especially among those of us with elderly parents, regarding how telemarketers take advantage of the elderly. My own father, who has never tolerated these pests, has succumbed in recent years because his mind is not what it once was. Please do what you can to protect these innocent victims.

MD  
February 5, 2002

Office of the Secretary  
Federal Trade Commission - Room 159  
600 Pennsylvania Avenue, N.W.  
Washington, DC 20580

**Re: "Do Not Call" Registry**

Dear Mr. Secretary:

Your proposal of a centralized, national "Do Not Call" registry sounds like a good possible solution to the telemarketing nightmare we all are suffering - - provided the consumer is not charged to be registered. (Such a listing has been suggested, but includes charging a "modest" fee to be on the list, which I think is not right). Would your registry include fund-raisers, such as for colleges, schools, symphonies, firemen, policemen, local department stores (which are now leaving announcements of special sales on our answering machine), landscapers and all the people "now in your neighborhood" seeking employment?

Several years ago I tired of running up from the basement, down from the attic, in from the garden - or simply being interrupted from whatever I was doing in the next room - for an unwanted telemarketer's call and a surge of high blood pressure. (We get as many as ten of these calls a day - day after day). We now screen all calls on our answering machine, picking up if nearby to identify a legitimate call, or calling back if unavailable. Legitimate callers will leave a message. While this system is by no means ideal, it works pretty well for us for the time being.

Last July we notified the Direct Marketing Association - both the Telephone Preference Service and the Mail Service - to place our name on their "don't call me" lists. I don't know if that has helped. We continue to get many unsolicited calls every day and evening.

In addition to these interruptions in our lives and invasions of our privacy being infuriating, telemarketers' use of my telephone, tying up my line - for which I pay - to vend their wares and services is not right. Referring to the telemarketing industry's argument concerning expenditure of taxpayers' dollars, the consumers' (taxpayers) dollars should not be spent - as they are now - to financially support telemarketers' promotions by the use of the consumers' equipment (telephones). Perhaps telemarketers should be required to purchase vendors' licences, with monies from these purchases used toward payment of consumers' telephone "monthly charges"?

Thank you for your efforts to bring a solution to this enraging annoyance. We look forward to passage of "Do Not Call" Registry, or any plan to keep telemarketers off our telephones.

Sincerely,

Jean C. Marlow

Jean C. Marlow  
(Mrs. Michael J. Marlow)

[REDACTED]  
[REDACTED]  
[REDACTED], Virginia [REDACTED]

January 29, 2002

Mr. Howard Beale  
Director of F-T-C Consumer Protection  
Dear Sir:

I heartily approve, and so does my husband, of the proposed solution to the telemarketers problem, that is a "Centralized "Do Not Call" registry."

My husband and I are in our mid eighties. We are very distressed by telephone calls that we do not want. It greatly disturbs us. The telephone companies themselves call us frequently!

Thank you.

Yours sincerely  
Easter Martin  
(Mrs. Henry C.)

Anne K. McCarthy

2/11/02

Federal Trade Commission  
Office of the Secretary

To whom It May Concern:

A friend tells me you are seeking  
reaction to the possibility of having a  
phone number available to consumers  
if telemarketing calls are unwanted.

By calling the number telemarketing  
calls to residences could be discontinued.

I'm totally for it - The sooner the  
better! Telemarketers call at the  
most inopportune times - usually  
dinnertime, but I was getting them in daytime  
I sometimes had as many as five  
a day and was constantly bothered by  
one company for months.

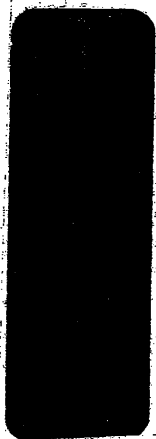
Now I pay \$12.50 per month to have  
such calls intercepted by Verizon.  
I've had the service since late December  
and - it works - Altho I don't like pay-  
ing a price for keeping these calls  
from my home, but it's more peaceful!

Yours truly

Anne McCarthy

[REDACTED]





Feb. 6, 02

No objection may concern.  
I am writing to request that  
our family be listed in the National Registry  
for people who do not want to be called  
long distance.

Thank you,  
Mrs. R. D. M. Eileen

